

Case No. DT-86 (50514)

ASSISTANT COMMISSIONER FOR PATENTS
WASHINGTON, DC 20231

In re Application of: **JUDKINS ET AL.**

Serial No.: **NOT YET ASSIGNED**

Filed: **HEREWITH**

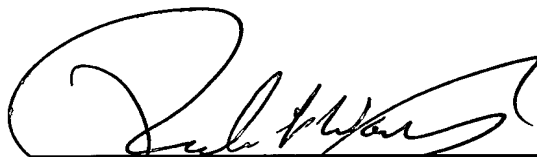
For: **INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER
TRACKING OF CALLS**

Sir:

Transmitted herewith is an INFORMATION DISCLOSURE STATEMENT in the
above-identified application.

- ☒ [X] This IDS is submitted under 37 C.F.R. § 1.97. No fee is required.
- ☐ [] This IDS is submitted under 37 C.F.R. § 1.97(c). Enclosed is a check in the amount
of \$ 240.00.
- ☐ [] This IDS is submitted under 37 C.F.R. § 1.97(c) and (e). No fee is required.
- ☐ [] This IDS is submitted under 37 C.F.R. § 1.97(d) and (e). Enclosed is a check in the
amount of \$ 130.00 to cover the petition fee.
- ☒ [X] The Commissioner is hereby authorized to charge or credit any discrepancies
in fee amounts to Deposit Account No. 01-0484.

Date: February 25, 2000



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:)
JUDKINS ET AL.)
)
Serial No. Not Yet Assigned)
)
Filing Date: Herewith)
)
For: INTEGRATED ACD AND IVR)
SCRIPTING FOR CALL CENTER)
TRACKING OF CALLS)
)

CITATION UNDER 37 CFR §1.97

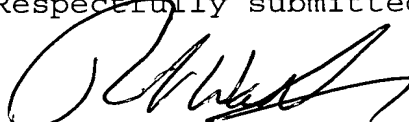
Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Attached is Form PTO-1449 listing several references for consideration in the examination of the above-identified application. A copy of each reference is also enclosed. It is requested that these references be considered by the Examiner and officially made of record in accordance with the provisions of 37 CFR §1.97 and Section 609 of the MPEP.

If any additional extension and/or fee is required, or if any additional fee for claims is required, authorization is given to charge Deposit Account No. 01-0484.

Respectfully submitted,



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